

# Suburban Range Recall – LED issue

## *Canadian RV Manufacturers*

June 2024



# Process guidelines for the Range recall (1/2)

## Impacted item #

- Ranges model#: 3635, 3630, 3629 (see detailed “starting serial” page)

## Issue

- Suburban Manufacturing has decided that a defect which relates to motor vehicle safety exists in Slide-In Range Models that contain Red LED Backlit Knobs that were installed in recreational vehicles (NHTSA Safety Recall: 24E-028)
- The LED backlight printed circuit boards (PCB) are not fully coated. The lack of conformal coating in the connection passages between the layers of the PCB can allow liquid from the cooktop surface to accumulate, which could result in a short circuit, resulting in the PCB's failure. If the PCB fails, it can overheat, and the polyethylene cover of the lights can melt and possibly ignite, causing a fire.

## Corrective action

- Recall Kit Part # 525171 and Step-By-Step Instructions Part # 206346.
- The fix consists of deactivating the LEDs by disconnecting them permanently.
- This kit consists of a Control Panel Plug (to fill the hole when removing the On/Off Switch), 2-Crimp Caps (to attach to the positive and negative incoming wires after cutting them), and step-by-step Instructions.

## OEM's role

- OEMs are required to identify vehicles impacted by the recall and communicate the procedures to the RV owner.

## RV owners located in Canada



- RV owners are requested to make an **appointment with a local RV service center in Canada.**
- **The service center will file a warranty claim on the GLP Canada website** (<https://www.glpcanada.com/warranty-form/>). All required information must be completed before the reimbursement can be issued (see next page).
- **GLP Canada will supply Recall Kits** for each claim to the desired service center.
- Suburban Manufacturing (via GLP Canada) will reimburse **0.3 hours of the service center's labor rate.**
- For support, do not hesitate to contact GLP's warranty team(Calgary office:403-243-2792, Oakville office: 905-845-7558)

## RV owners located in the US



- RV owners are requested to make an appointment with a local Suburban service center. For US-based cases, the warranty claim and procurement of the kit will be handled directly by the Suburban Manufacturing support team via the service center in the US.
- **GLP Canada will NOT be involved with US cases.**

# Process guidelines for the Range recall (2/2)

## Required information in the warranty claim

- Visit the GLP Canada website warranty claim page at (<https://www.glpcanada.com/warranty-form/>).
- **Required information** to be submitted in the GLP Canada claim form:
  - RV owner's full name.
  - RV owner's address.
  - RV owner's phone number.
  - RV owner's email address.
  - Type/OEM/Make of the camper.
  - Serial/VIN of the camper/vehicle.
  - Model # of the Suburban appliance (3635, 3630 or 3629)
  - Serial # of the Suburban appliance.
  - Name of the Service Center completing the recall.
  - Date the Service Center called reporting and filing a claim.
- For support, do not hesitate to contact GLP's warranty team
  - Calgary office: 403-243-2792
  - Oakville office: 905-845-7558

# Serial number guidance

Part #	Qty	LED chain part #	Starting Serial Number
3532A	257	233592	231207384
3593A	95	233592	230208579
3599D	204	233583	220611072
3602A	11,996	233592	213100491
3603A	1,861	233592	220500022
3629A	105	233583	214813151
3629D	4,384	233583	214813151
3630A	236	233583	214812932
3630D	4,312	233583	214812932
3632A	626	233592	212904812
3635A	55	233583	215002874
3635D	2,284	233583	215002874
3636A	202	233583	214625628
3636D	1,036	233583	214625628
3665A	20	233584	213215286
3665D	3,068	233584	212513513
3685A	219	233584	212302669
3685D	5,284	233584	212302669
3686D	244	233584	212434853
3702A	1	233584	222513788
3704A	1,257	233584	220837775
3801A	477	233583	223400002
3801D	7,072	233583	223400002
3802A	75	233583	230602105
3802D	544	233583	230602105
3803A	1	233583	234310902
3804	-	233583	0

45,915 Total Units

LED chain part #	Received date
233583	12/9/2021
233584	7/2/2021
233592	8/9/2021
233593	12/13/2021

Defective LED part starting date

Model historically sold by GLP Canada

## Comments

- The defective LED part started to be installed in production on December 9, 2022, for GLP Canada's sold models 3629, 3630, and 3635.
- This means that **any serial number above the "Starting Serial Number"** of the respective model number is impacted and should be **part of the safety recall**.
- For example, in the case of 3635A and 3635D, the serial 215002874 is the starting serial. That means any serial above and including this one should be recalled. **Here is how the serial nomenclature works.**



